(b) Delay occurs due to the following reasons:

(1) Subscribers are not available.

(2) Subscriber's premises are found closed.

(3) Dispute between applicant and Occupant.

(4) Premises not being ready.

(5) Cable laying could not be completed in newly constructed Housing Colonies.

(c) The required information is being compiled and will be placed on the table of the House.

Installation of new telephone in Bombay

1517. SHRI SUBRAMANIAN SWAMY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that after issue of Orders for providing new telephone connections by Mahanagar Telephone Nigam Limited Bombay there is considerable delay of more than thirty days in installation and commissioning of the telephone connections;

(b) whether it is also a fact that the staff uses these delaying tactics to extort money from the applicants; and

(c) what fool-proof system the Mahanagar Telephone Nigam authorities propose to adopt to minimise delays and avoid corruption in such matters?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Information is being collected and will be laid on the table of the House.

(b) No, Sir.

(c) In order to avoid unfair practice and delay in installation of telephones, following steps have been taken:

(1) The likely time by which the connection shall be installed is intimated to all the applicants in advance.

(2) In most of the cases when telephones are provided on bulk release the same are installed and commissioned roadwise/building-wise simultaneously.

(3) The cable works are planned and taken up in advance.

(4) The subscribers' fittings are arranged in advance in all bulk release of telephone connections.

Delivery of Mail in Rural Areas

1518. SHRI SURESH PACHOURI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware of the delay in delivery of telegrams, Money orders, letters and Registered letters all over the country specially in rural areas; and

(b) if so, what remedial action Government propose to take in this regard?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) No, Sir. No case of recuring delay to mail in any sector, including the rural areas has been noticed or reported. Except for a small part of mail, every postal article transits through one or more mail offices depending on the destination. Occasional dislocations in the mail system on account of transport failure, unusual bulk of the mail or shortage of operative staff have an adverse effect, which may lead to cumulative delays sometimes.

While most of the telegrams are delivered according to the norms, the Government are aware of delays in some cases due to manual handling in transit stations. Money orders are ordinarily paid without delay except where enough money is not on hand at the post office or the aggregate amount to be carried by the postman exceeds the authorised limit for the postman.

(b) To avoid delay to mail the following steps have been initiated:

(i) Better quality control checks by supervisors.

(ii) Effective liaison with the transport systems.

To ensure prompt payment of money orders in rural areas a special system of monitoring has been introduced in which money orders paid in rural areas are selectively checked to ensure that they were paid on the day of receipt by the post office of payment. Arrangement for supply of money are also being improved.

To improve the telegraphs services, a modernisation plan is under implementation. The plan provides for installation of Store & Forward Message Switching System, which eliminates transit delays in telegrams, better telegraph terminal equipment like electronic teleprinters/formated terminals, electronic keyboards and electronic keyboard concentrators.

Excess telephone Bills

1519. DR. RATNAKAR PANDEY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the details of cases involving excess billing of telephones in Delhi so far during the current calendar year as on 31st October, 1991 Exchange-wise; and

(b) what action Government have taken to investigate these cases?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) and (b) The information has been called for from concerned unit and the same shall be placed on the table of the House as early as possible.

उत्तर प्रदेश डाकघर तारघर तथा टेलीफोन कार्यालयों की संख्या।

1520. **श्री सत्य प्रकाश मालवीय** : क्या संचार मंत्री यह बताने की कृपा करेंग कि :

(क) इस समय उत्तर प्रदेश में कार्य कर रहे डाकघरों, तारघरों तथा टेलीफोन कार्यालयों का जिले-वार ब्यौरा क्या ;

(ख) क्या यह सच है कि वहां की वर्तमान जनसंख्या को सुविधा प्रदान करने के लिए इनकी संख्या पर्याप्त नहीं है ; और

(ग) यदि हां, तो इन सुविधाओं में पर्याप्त वृद्धि करने के लिए सरकार क्या कदम उठा रही है ?

संचार मंत्रालय में राज्य मंत्री (श्री पी० वी० रंगैया नायडू) (क) **डाकघर** : जानकारी एकत्र की जा रही है और सभा पटल पर रख दी जाएगी ।

उत्तर प्रदेश में कार्यरत तारघर और टेलीफोन एक्सचेंज : संबंधी जिलावार जानकारी क्रमशः विवरण 'I' और 'II' में दी गई है ।

(ख) **डाकघर** : जानकारी एकत्र की जा रही है और सभा पटल पर रख दी जाएगी ।

तारघर : जी हां । उत्तर प्रदेश में प्रति एक लाख जनसंख्या के पीछे तारघरों की संख्या 3.6 है जबकि तत्संबंधी राष्ट्रीय औसत 4 डाकघर है ।

(ख और (ग) **टेलीफोन एक्सचेंज** : दूरसंचार विभाग ने दूरभाष क्षेत्रों के